



STATE OF CALIFORNIA  
Franchise Tax Board

STATE OF CALIFORNIA

## Administrator IV

### DEPARTMENTAL PROMOTIONAL EXAMINATION

Location: Statewide

Final Filing Date: December 21, 2016

#### MISSION STATEMENT

**Mission of the Franchise Tax Board:** Our mission is to provide the services and information to help taxpayers file accurate and timely tax returns and pay the proper amount owed. To accomplish this mission, we develop knowledgeable and engaged employees, administer and enforce the law with fairness and integrity, and responsibly manage the resources allocated to us.

#### EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

#### DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

#### WHO SHOULD APPLY?

Applicants who meet the minimum qualifications as stated below may apply for this examination. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

This is a promotional examination for Franchise Tax Board (FTB). In order to take this examination:

1. Applicant must have a permanent civil service appointment without a break in service, with the Franchise Tax Board, by the final filing date; **or**
2. Applicant must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18990; **or**
3. Applicant must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; **or**
4. Applicant must be a person retired from the United States Military, honorable discharged from active duty with a service-connected disability; or honorably discharged from active duty as defined in Government Code Section

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18991. **Veterans must provide a copy of their DD214 for entrance requirements.** Please attach your DD214 to your application. **Veterans' preference will not be granted in promotional examinations.**

For applicants under items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former FTB employees may be allowed to compete under the provisions of Rule 235.

## FILING INSTRUCTIONS

**FINAL FILING DATE TO SUBMIT AN APPLICATION: December 21, 2016**

Applications (STD. 678) are available at CalHR's website [www.jobs.ca.gov](http://www.jobs.ca.gov) or FTB's website at [www.ftb.ca.gov](http://www.ftb.ca.gov).

Applications can be filed either:

**In Person:**

Franchise Tax Board  
9646 Butterfield Way  
Sacramento Bldg., Exam/Certification Unit  
Sacramento, CA 95827

**By Mail:**

Franchise Tax Board  
ATTN: Exam/Certification Unit  
P.O. Box 550  
Sacramento, CA 95812-0550

**APPLICATIONS MUST CONTAIN ORIGINAL SIGNATURES AND MUST BE SUBMITTED TO THE ADDRESS INDICATED ABOVE.**

Applications (STD.678) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted.

**NOTE: TO TAKE THIS EXAMINATION, YOU MUST PROVIDE AN EMAIL ADDRESS ON YOUR APPLICATION.**

The Qualification Assessment (QA) exam link will be sent to the email address you provide. All examination notifications (except the QA link) will be sent by mail.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact Franchise Tax Board (FTB), Examination/Certification Unit at (916)845-3608, or via the California Relay Service for the Deaf or Hard of Hearing at (800)735-2929 from TTY phones and (800) 735-2922 from voice phones.

Additionally, please select the "Reasonable Accommodations" box when filling out the application.

## SALARY

**\$8,026.00 - \$9,571.00**

**If applicable, \$419.00 per month out-of-state differential will be added to the above salaries.**

## ELIGIBLE LIST INFORMATION

A departmental, promotional merged list will be established for the Franchise Tax Board. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. List eligibility will expire 12 months after it is established. Competitors will be able to retake the exam after 9 months to reestablish list eligibility.

**NOTE: In order to maintain list eligibility, competitors must participate in the current exam administration.**

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin by the final filing date. Your signature on your application indicates that you have read, understood, and possess the qualifications required.

Applications/resumes **MUST** contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. College course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable).

**Applications/resumes received without this information may be rejected.**

**NOTE:** It is especially important that each applicant take special care to accurately and completely fill out their application. List all experience relevant to the "Minimum Qualifications" shown on this announcement.

## MINIMUM QUALIFICATIONS

### EITHER I

One year of experience in the California state service performing professional or managerial duties which provides a broad knowledge of the programs and policies of the Franchise Tax Board, in a class with a level of responsibility equivalent to an Administrator III, Franchise Tax Board.

### OR II

Two years of experience in the California state service performing professional or managerial duties which provide a broad knowledge of the programs and policies of the Franchise Tax Board, in a class with a level of responsibility equivalent to an Administrator II, Franchise Tax Board.

### OR III

Six years of increasingly responsible professional tax accounting, auditing, or administrative program experience including at least three years in a supervisory capacity. (Experience in the California state service applied to this pattern must include at least one year in a class with a level of responsibility equivalent to an Administrator III, Franchise Tax Board.)

**Education Requirements:** Applicants competing under the non-State service experience patterns for any of the Administrator classes must have the equivalent to graduation from college.

**NOTE:** Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as “Either I,” “or II,” “or III,” etc., unless otherwise stated.

## **PROOF OF EDUCATION**

Applicants using education to meet the minimum requirements must provide a copy of their diploma, official/unofficial transcript, statement and/or evaluation from an accredited U.S. college or university with their examination application. If an applicant is not able to provide proof of education from a recognized institution at the time of hire, their name may be removed from the eligible list(s).

## **FOREIGN DEGREES**

Applicants with foreign transcripts must provide an official/unofficial foreign transcript evaluation that indicates the number of units to which his/her foreign course work is equivalent. FTB accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teachers Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission's website: [www.ctc.ca.gov](http://www.ctc.ca.gov).

**NOTE: All documents submitted become the property of the FTB. Do not submit original diplomas with the examination application.**

## **POSITION DESCRIPTION**

Incumbents in this class have full management responsibility in directing, through subordinate supervisors, either: (1) a highly complex and sensitive departmental program; or (2) a major program support function where the work is critical and sensitive in nature; or (3) one of the largest or most complex field offices.

Positions exist in California, Chicago, Houston, and Manhattan.

## **EXAMINATION INFORMATION**

### **Qualifications Assessment -- Weighted 100%**

This examination will consist of a Qualifications Assessment weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

**CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT BY THE DUE DATE WILL BE DISQUALIFIED.**

## **SELECTION PLAN**

It is anticipated that candidates who meet the minimum qualifications for this examination will be sent an email the **week of January 23, 2017**, which will contain the instructions and the link to complete the online Qualifications Assessment (QA) examination. **It is the candidate's responsibility to read the letter that is enclosed with their acceptance notice which provides specific instructions/dates about the QA link. It is also the candidate's responsibility to contact Franchise Tax Board's Examination/Cert Unit at (916) 845-3608 if they have not received the QA link by the date indicated on the letter.**

## SCOPE OF EXAMINATION

Candidates should be prepared to answer pre-determined, job-related questions identified under the Knowledge, Skills, Abilities, and Personal Characteristics.

## KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS

### Knowledge of the following:

1. Knowledge of appropriate steps to analytical problem solving including research, data gathering methods and developing recommendations.
2. Knowledge of confidentiality rules, procedures, policies and processes to protect information from unauthorized disclosure.
3. Knowledge of a supervisor's or manager's role in creating a work environment that is free from harassment and discrimination.
4. Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written material prepared and reviewed are complete, succinct, and free of mechanical errors.
5. Knowledge of effective techniques, strategies and resources to motivate staff and encourage initiative.
6. Knowledge of principles, practices and techniques of effective supervision.
7. Knowledge of department's policies, rules, regulations, business goals, vision, organizational structure, culture, philosophy, governance process, operating principles and values, etc.
8. Knowledge of the organization and operation of department programs and how they relate and support other programs administered by the department.
9. Knowledge of A supervisor's responsibilities related to employee health and safety, i.e., Injury/Illness Prevention, Americans with Disabilities Act, FMLA, etc.
10. Knowledge of the processes and procedures of interviewing and hiring candidates.
11. Knowledge of State's employer/employee relations law (i.e., the Ralph C. Dills Act) and negotiated collective bargaining agreements.
12. Knowledge of tools and resources that can be accessed to answer the most complex job-related issues.
13. Knowledge of methods used to provide and evaluate appropriate customer service.
14. Knowledge of principles, policies and techniques of performance management to direct and develop subordinate supervisors and staff to ensure high levels of job performance.
15. Knowledge of current leadership principles, practices, and trends.

### Skills of the following:

1. Skill to recognize and determine the need to shift priorities, and/or resources to maximize unit operations and/or address changes in assigned goals and objectives.
2. Skill to recognize when decisions or information should be referred to a higher authority.
3. Skill to apply appropriate tax laws to business operations.
4. Skill to act in a tactful and politically sensitive manner.
5. Skill to maintain a high level of security and confidentiality of information.
6. Skill to accomplish goals and tasks through others by delegation, follow-up, and oversight.
7. Skill to read and comprehend job-related materials and documents.
8. Skill to gather, analyze and interpret data in order to meet operational needs and desired outcomes.
9. Skill to develop policies, procedures and practices.

10. Skill to acquire the appropriate and necessary resources and manage those resources effectively to complete assigned workloads and achieve optimum outcomes.
11. Skill to evaluate the qualifications of job candidates in order to make appropriate selection decisions.
12. Skill to negotiate mutually acceptable solutions.
13. Skill to recognize and implement opportunities for continuous process improvement with an emphasis on customer service/satisfaction and accountability.
14. Skill to understand the external influences and its effect upon the department.

**Ability to know:**

1. Ability to make objective decisions timely and effectively.
2. Ability to gain and maintain the confidence of others to promote staff morale and improve working relationships with staff, peers, and others.
3. Ability to take action to ensure compliance with tax laws.
4. Ability to model high standards of honesty, integrity, trust and ethical behavior.
5. Ability to adapt to changing priorities, work environments, management styles and business trends.
6. Ability to listen effectively.
7. Ability to accept responsibility for your actions and the actions of your staff to establish accountability.
8. Ability to anticipate the implications and consequences of situations or decisions and take appropriate action.
9. Ability to handle the most difficult, complex and sensitive program responsibilities.
10. Ability to communicate effectively using a variety of styles and techniques appropriate to the audience.
11. Ability to effectively recognize and resolve conflicts and mediate disputes.
12. Ability to establish and maintain cooperative working relationships.
13. Ability to prepare clear, concise and accurate reports, correspondence and other job-related documents for various audiences.
14. Ability to evaluate the interpersonal characteristics and demeanor of individuals or groups in order to respond appropriately to a variety of personalities and situations.
15. Ability to plan, organize and direct the work of others.
16. Ability to effectively promote a diverse workforce and contribute to the state's Equal Employment Opportunity Objectives.
17. Ability to recognize one's own strengths and weaknesses.
18. Ability to develop and implement strategic, tactical and operational plans and lead the organization (e.g., unit, office or section) in achieving its goals and resolve problems.
19. Ability to establish employee performance expectations.
20. Ability to promote and be accountable for quality customer service.
21. Ability to encourage and facilitate cooperation, teamwork and pride.
22. Ability to effectively coach and mentor.
23. Ability to communicate the organization's mission, vision, goals and objectives to staff and others.
24. Ability to operate job related equipment including the use of basic computer programs and systems to effectively carry out the duties of the position.
25. Ability to effectively make presentations.
26. Ability to recognize a change in laws, rules, and/or regulations that could impact department operations.
27. Ability to effectively represent the department on multi-organizational teams as leader, member or facilitator.

28. Ability to work in a team environment, remain attentive to ideas, recognize responsibilities, and actively participate with others to accomplish assignments and achieve desired goals.
29. Ability to apply and explain budgetary principles, practices and procedures.
30. Ability to establish and use performance measurements to evaluate program performance and effectiveness and continually improve processes and/or products.
31. Ability to apply state and federal laws and rules as well as departmental policies and procedures.

## BENEFITS

To learn more about the comprehensive benefit package please visit the CalPERS website at <http://www.calpers.ca.gov>.

## VETERANS' PREFERENCE

Veterans' Preference will not be granted in the examination, as it does not meet the requirements to qualify for Veterans' Preference.

## CAREER CREDITS

Career Credits will not be added to the final score of this examination.

## CONTACT INFORMATION

For additional information regarding this examination, please contact the Franchise Tax Board Examination/Certification Unit at (916) 845-3608.

## DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:  
<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>

## GENERAL INFORMATION

**The Franchise Tax Board (FTB)** reserves the right to revise the examination plan to better the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**It is the candidate's responsibility for an examination without a written feature** to contact the Franchise Tax Board three weeks after the final filing date if he/she has not received any notification.

**It is the candidate's responsibility for an examination with a written feature** to contact the Franchise Tax Board six weeks after the final filing date if he/she has not received any notification.

**If a candidate's notice was not received** due to a verified postal error, he/she will be rescheduled upon written request. It is the candidate's responsibility to contact the Franchise Tax Board at (916) 845-3608.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Examination Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), CalHR State Jobs Center, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and/or contact the testing department.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at <http://www.spb.ca.gov/>.

**If High School Equivalence is Required:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. NOTE: For peace officer classifications please refer to the testing department for special requirements.

**Veterans' Preference:** California Law (Government Code 18971-18979) allows the granting of Veterans' Preference in Open entrance and Open, Non-Promotional entrance examinations. Veterans' Preference will be granted to all competitors who are successful in these types of examinations, and who qualify for and have requested the Veterans' preference by mail. In Open entrance examinations, Veterans' Preference is granted to competitors who achieve a passing score, shall be placed in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.

Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference. Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference. Veteran status is verified by CalHR.



**How to Apply for Veterans' Preference:** Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application ([CalHR 1093](#)) which is available at [www.jobs.ca.gov](http://www.jobs.ca.gov) or from CalHR, 1810 16th Street Sacramento, CA 95811 and the Department of Veterans Affairs. For additional information, go to Department of Veterans' Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

**Felony Disqualification:** You are disqualified from being employed as a peace officer if: (1) You have been convicted of a felony in California or any other state; (2) you have been convicted of any offense in any other state which would have been a felony if committed in California; (3) you have been charged with a felony and adjudged by a superior court to be mentally incompetent; (4) you have been adjudged addicted or in danger of becoming addicted to narcotics, convicted, and committed to a State institution. If you have been convicted of a felony, you may be allowed to participate in this examination if your conviction(s): (1) has/have been sealed under Penal Code Section 851.7, 851.8, 1203.45, or Health and Safety Code Section 11361.5; (2) has/have been expunged or is/are expugnable pursuant to Health and Safety Code Section 11361.5 regarding marijuana offenses; (3) was/were stipulated or designated to be a lesser included offense of marijuana possession under Health and Safety Code Section 11557 or 11366.

**TDD** is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. California Relay Service (Telephone) for the deaf or hearing impaired. From TDD phones: 1-800- 735-2929 or from voice phone: 1-800-735-2922.

**Franchise Tax Board, Examination/Certification Unit**

**P.O. Box 550, Sacramento, CA 95812-0550**

**Phone: (916) 845-3608**

**Website: [www.ftb.ca.gov](http://www.ftb.ca.gov)**